

W-01982A-13-0311



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: 2014 OCT 10 A 10: 45

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2014 - 119191

Date: 10/8/2014 Arizona Corporation Commission

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

DOCKETED

OCT 10 2014

Complaint By: First: Emily

Last: Hammond

DOCKETED BY

Account Name: Emily Hammond

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: White Hills

ORIGINAL

CBR:

State: AZ Zip: 00000

is:

Utility Company: White Hills Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPPOSED TO RATE INCREASE*****W-01982A-13-0311*****

Consumer called upset that she received a bill in the amount of \$60.15. She states that this is to high. She wanted to know why there was no water included in the monthly minimum. She wanted to know if this could be changed.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed.

I explained that this decision has already been approved by the Commission. The consumers can file their opinions in the next rate application but for now these rates are approved. Closed

NOTES FROM TOM DAVIS:

10/9/14:

Ms. Hammond called and stated the same comments as in Nature of Complaint. Customer was told that the decision has already been made on the rate case. Customer thought that this was wrong to the ACC to approve a rate increase because most everyone is on a fixed income.

End of Comments

Date Completed: 10/8/2014

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